

## Kentucky Occupational Skill Standards List

### 2001 Administrative Support Services

<b>AA</b>		<b>APPLY MATH AND FINANCIAL SKILLS</b>
AA	001	Add, subtract, multiply, and divide with the use of calculator
AA	002	Add, subtract, multiply, and divide without the use of a calculator
AA	003	Balance cash and receipts
AA	004	Balance bank statements with checkbook
AA	005	Maintain accounting journal
<b>AB</b>		<b>DEMONSTRATE EFFECTIVE WRITTEN SKILLS</b>
AB	001	Prepare correspondence
AB	002	Compose written documents
AB	004	Use correct terminology
AB	005	Use correct spelling, punctuation, and grammar
AB	006	Write with accuracy, brevity, and clarity
AB	007	Detect all content, format, and keying errors
<b>EA</b>		<b>EXHIBIT WORKPLACE SKILLS</b>
EA	001	Demonstrate consistent punctuality
EA	002	Document regular attendance
EA	003	Demonstrate enthusiasm and confidence about work and learning new skills
EA	004	Demonstrate appropriate dress and hygiene for successful employment
EA	005	Demonstrate ability to act in a polite and respectful way towards co-workers
EA	006	Demonstrate the ability to complete tasks on time and accurately
EA	007	Demonstrate the ability to make career decisions
EA	008	Prepare a resume and letter of application
EA	009	Complete an application for employment
EA	010	Participate in an employment interview
EA	011	Follow directions and procedures
EA	012	Accept constructive criticism
EA	013	Work with minimal supervision
<b>EB</b>		<b>UNDERSTAND WORKFORCE ISSUES</b>
EB	001	Recognize the difference between a team environment and a conventional workplace
EB	002	Identify the characteristics of a diverse workforce
EB	003	Identify ethical characteristics and behaviors
EB	004	Differentiate between good and poor business ethics
EB	005	Match employee responsibilities to employer expectations
EB	006	Define discrimination, harassment, and equity
EB	007	Demonstrate non-discriminatory behavior
EB	008	Maintain confidentiality and sensitivity of company information
<b>OA</b>		<b>PERFORM ADMINISTRATIVE SUPPORT FUNCTIONS</b>
OA	001	Prepare agenda and compile materials for meetings
OA	002	Develop a plan for organizing one's own work
OA	003	Coordinate and prioritize one's own work
OA	004	Gather and compile data for supervisor
OA	005	Demonstrate the ability to maintain supervisor's appointment calendar
OA	006	Operate office equipment
OA	007	Order and maintain inventory of supplies
OA	009	Maintain confidential material
OA	010	Maintain current technical knowledge
OA	011	Communicate with liaisons outside the company
OA	012	Participate in task forces
OA	013	Prepare materials for copying
OA	014	Obtain document notarization
OA	015	Process packages

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OA	016	Process mail
OA	017	Utilize courier services
OA	018	Distribute materials
OA	019	Access / utilize information
OA	020	Direct inquiries
OA	021	Maintain filing system
OA	022	Maintain reference library
OA	023	Maintain secure filing system
OA	024	Set up personal record management system
OA	025	Maintain employee emergency contact information
OA	031	Demonstrate an understanding of proper office procedures
OA	032	Have the ability to purge records and/or files
<b>OB</b>		<b>DEMONSTRATE COMMUNICATION AND TELECOMMUNICATION SKILLS</b>
OB	001	Prepare oral presentations
OB	003	Handle routine telephone communications
OB	004	Receive visitors and clients
OB	005	Process electronic mail
OB	006	Process voice mail
OB	007	Retrieve messages
OB	008	Process fax documents
OB	009	Maintain telephone numbers and addresses
<b>OC</b>		<b>APPLY MATH AND FINANCIAL SKILLS</b>
OC	001	Process invoices for payment
OC	002	Prepare bank deposits
OC	003	Prepare purchase requisitions
OC	004	Complete travel vouchers
OC	005	Accept payments
<b>OD</b>		<b>DEMONSTRATE EFFECTIVE WRITTEN SKILLS</b>
OD	001	Transcribe notes
OD	002	Take dictation at the keyboard
<b>OE</b>		<b>UNDERSTAND AND PERFORM REPROGRAPHIC PROCEDURES</b>
OE	001	Photocopy a document
OE	002	Decide on the best process for reproducing printed materials
<b>OF</b>		<b>DEMONSTRATE COMPUTER SKILLS</b>
OF	001	Key documents
OF	002	Insert a graphic in a document
OF	003	Design a table
OF	005	Complete preprinted and electronic forms
OF	006	Print information
OF	007	Scan data or graphics for document use
OF	008	Revise existing documents
OF	009	Access the Help function
OF	010	Locate data
OF	011	Develop and revise a database
OF	012	Merge text
OF	013	Prepare an index of the word processing directory/subdirectory
OF	014	Create high-quality visual aids
OF	015	Match software to work on hand
OF	016	Locate and use templates
OF	017	Prepare document using spreadsheet software package
OF	018	Create a new document

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OF	020	Design and create desktop-publishing documents
OF	021	Create charts and graphs
OF	025	Maintain electronic files
OF	026	Maintain system data integrity
OF	028	Maintain PC operating system for use
OF	029	Demonstrate a working knowledge of MS Office or a similar software application
OF	030	Demonstrate appropriate Internet use